



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Public Service Representative
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Department: Police

Pay Grade: 104

FLSA Status: Non-Exempt

JOB SUMMARY

This position performs responsible clerical functions under the direct supervision of the support services division Sergeant. The position is responsible for retrieving police reports; processing citations; verifying, retrieving, entering and changing information stored on GCIC; dispersing information to police personnel and citizens; and entering and retrieving information on the in-house computer system.

ESSENTIAL JOB FUNCTIONS:

- Processes citations, checks computer records, and files records generated by the department.
- Teletypes police messages to and from other agencies.
- Performs duties at the front desk including operating the telephone switchboard, assisting citizens, and bonding people out of jail.
- Assists general public in obtaining reports and information and collects money for various services.
- Answers phones and takes messages for officers.
- Verifies all information stored on GCIC by monitoring validation reports from GCIC, completes form letters on each entry, and writes supplemental report to upgrade information; verifies GCIC/NCIC entries.
- Runs suspended and revoked licenses taken by officers through GCIC for status, completes forms and makes copies of reports and licenses, mails original to state and files copies.
- Conducts criminal history checks as needed to process case files and other requests
- Monitors internal security system.
- Performs other related duties as required or assigned.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- High School graduate or GED;
- Minimum of two (2) years of experience in an office clerical position preferably in a police environment;
- Or equivalent education, and/or experience.

Knowledge, Skills and Abilities:

- Knowledge of state laws, practices and procedures relating to municipal police departments.
- Knowledge of modern office practices, equipment, methods and procedures.
- Ability to type 35 wpm with skill and accuracy.
- Ability to pass the Georgia Crime Information Center certification test.
- Ability to operate a switchboard, police radio, and office equipment.
- Ability to understand and carry out complex verbal and written instructions.
- Ability to deal tactfully and courteously with employees and the general public.
- Ability to communicate clearly and effectively, verbally and in writing.
- Ability to develop and maintain effective working relationships with officials, employees, state and federal authorities, civic leaders and the public.
- Ability to manage stressful situations.
- Skill in managing competing priorities on multiple projects.

PHYSICAL DEMANDS:

This employee is regularly required to perform sedentary work, exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. May require crouching, using hands to finger, grasp or handle, perform repetitive motions, talk to convey ideas or instructions, and visual acuity to view and perform work at a computer.

WORK ENVIRONMENT:

The work is performed in a relatively safe, secure, and stable work environment.

The City has the right to revise this position description at any time, and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date